

High Sick Leave Consumption Public Works & Assets

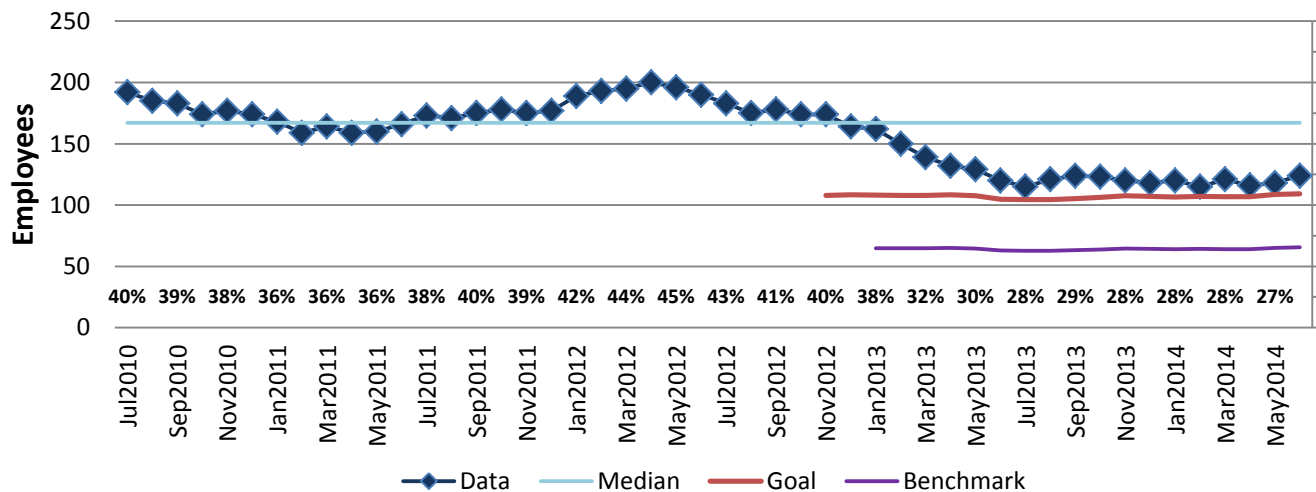


KPI Owner: Director Burns

Process: Sick Leave Management

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 40% Oct 2012 Goal: Reduce the number of employees with high sick leave consumption to 25% or less of all employees. Benchmark: 15% calender year 2012		Data Source: Payable Time Peoplesoft Goal Source: Dept Leadership Team Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The number of employees in a department who have used 9 or more out of 12 sick days in a 12 month period Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Meet with pilot Pareto data collection participants to determine method for Pareto data collection for all of PWA		
How Are We Doing?					
Jun2013-Jun2014 12 Month Avg Goal	Jun2013-Jun2014 12 Month Average		Jun2014 Goal	Jun2014 Actual	
107	120		109	124	
Employees	Employees		Employees	Employees	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.